



# District School Board of Pasco County

20430 Gator Lane • Land O' Lakes, Florida 34638 • 813/ 794-2221

Heather Fiorentino, Superintendent

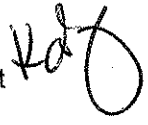
[www.pasco.k12.fl.us](http://www.pasco.k12.fl.us)

Department of Purchasing  
Kendra Goodman, CPPO, CPPB, Purchasing Agent  
813/ 794-2221 Fax: 813/ 794-2111  
727/ 774-2221 TDD: 813/ 794-2484  
352/ 524-2221 e-mail: [kgoodman@pasco.k12.fl.us](mailto:kgoodman@pasco.k12.fl.us)

June 15, 2010

## MEMORANDUM

**TO:** Honorable School Board Members

**FROM:** Kendra Goodman, CPPO, CPPB, Purchasing Agent 

**SUBJECT:** Permission to Place Purchase Orders: Maintenance IBM AS/400 Equipment and Software, and High-Speed Line Printers

As you know, Information Services uses IBM AS/400 equipment to operate the TERMS modules for Student Records, Finance, Human Resources and Purchasing. The Schedule of Services in the District's negotiated IBM Master Services Agreement is due to expire on June 30, 2010.

Attached please find a Schedule of Services for continuation of maintenance services for the period July 1, 2010 – June 30, 2011. Please see the attached memo from Mr. Bruce Baldwin, Director of Information Services, for detailed information. A portion of the services totaling \$64,435.41 will be provided directly by IBM, which is the original equipment manufacturer for this high-technology hardware and owner of the copyright to the software operating system. IBM has also informed the District that it has discontinued services for selected machines (see attached Notice to Customers). They have directed us to contract with Infoprint Solutions Company for services on those machines. A separate Schedule for Services in the amount of \$18,449.04 with Infoprint is attached for your approval. Infoprint's Schedule for Services states that the terms and conditions of our Master Services Agreement with IBM will govern.

It is my recommendation that the attached agreements be approved as allowed under Department of Education Rule 6A-1.012(14). We also request permission to place purchase orders for maintenance totaling \$82,884.45 (\$64,435.41 to IBM, \$18,449.04 to Infoprint), paid from general funding, for encumbrance in the next fiscal year.

Should you have any questions or concerns, please contact Bruce Baldwin or me at your earliest convenience.

KDG/az  
Attachments



## District School Board of Pasco County

7227 Land O' Lakes Boulevard • Land O' Lakes, Florida 34638 • 813/794-2000

Heather Fiorentino, Superintendent

[www.pasco.k12.fl.us](http://www.pasco.k12.fl.us)

To: Kendra Goodman, Purchasing Agent

From: Edward B. Mutell, Supervisor of Information Services  
Bruce Baldwin, Director of Information Services

Date: May 24, 2010

Subject: IBM Annual Hardware Maintenance and Software Support Purchase Order

I am requesting your assistance in obtaining District School Board of Pasco County approval to renew the annual agreement for hardware maintenance and operating system software support for our mainframe computers. All included items in the support agreement provide for twenty-four hours a day coverage seven days a week.

Since IBM no longer provides service contracts for our high-speed printers and this cost is being shifted to a new vendor, our IBM maintenance costs will decrease this year. However, our software support costs have increased this year as is reflected in the attached schedule for service.

Thank you very much for submitting this request for approval to the School Board.



# Schedule for ServiceElite

This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which IBM will provide the identified Services as described in the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations. The complete agreement between us about these Services consists of 1) this Schedule 2) the referenced Master Services Attachment and any referenced Statements of Work and Change Authorizations, and 3) the IBM Customer Agreement (or any equivalent agreement in effect between us).

**Name and Address of Customer:**

PASCO COUNTY SCHOOL BOARD  
PASCO COUNTY SCH BOARD  
INFORMATION SVC DEPT  
20430 GATOR LANE  
LAND O LAKES FL 34638-2804

**Customer Billing Address:**

Master Services Attachment Number: MAQ4WGX  
Statement of Work Number: AQ5DLB  
Change Authorization Number: 06921962  
Customer Number:

Schedule Number: AQ5DLB  
Revised Schedule: No  
Schedule Effective Date: 05/20/2010  
Proposal Reference Date: 05/20/2010

Transaction Contract Period:  
Start Date: 07/01/2010  
End Date: 06/30/2015  
Renewal Contract Period: 5 Year(s)

**Charge Period Charges / Payment Plan (Inclusive of MES):**

WSU One Time Charges: 0.00  
SWMA ALF One Time Charges: 0.00  
MMS for CISCO HW One Time Charges: 0.00  
MMS for CISCO SW One Time Charges: 0.00  
MMS for Nortel One Time Charges: 0.00  
One Time Charges: 0.00

**Charge Period:**

50,187.54 Start Date: 07/01/2010  
14,247.87 End Date: 06/30/2011  
64,435.41

TOTAL CHARGE PERIOD CHARGES: 64,435.41  
Quarterly in Arrears

1 Accumulated Adjustment Invoicing option: N

Automatic Inventory Increase Option Applies: Y  
Machine Maintenance Services Option #1: Y  
Software Services Option #2: Y  
Type of Discount(s) Applied: Term Incentive

Price Protection Option: Opt#2 Full Price Protection  
Pricing Method: Line Item

Charges are based on the current inventory and services identified in this Schedule. Actual charges may vary with any additions, deletions, or changes to the inventory or services. Any applicable taxes are not included in the charge amounts herein but will be added to your invoice.

For a Machine subject to usage charges, in addition to the Service charge identified herein, you will be separately billed for usage in accordance with applicable usage rates and billing cycles.

**The Parties need not to sign this Schedule, unless either of us requests it.**

Agreed to:

PASCO COUNTY SCHOOL BOARD

By: \_\_\_\_\_ Authorized signature

Name (type or print): \_\_\_\_\_

Date: \_\_\_\_\_

Agreed to:

International Business Machines Corporation

By: \_\_\_\_\_ Authorized signature

Name (type or print): \_\_\_\_\_

Date: \_\_\_\_\_

CONTRACT REVIEWED  
AND APPROVED:  
July 5/28/10

# IBM Schedule for ServiceElite

**Enterprise Total for Charge Period by Customer Number Inclusive of MES:**

Customer No.	Customer Name	Customer Location	Charges
06921962	PASCO COUNTY SCHOOL BOARD	20430 GATOR LANE, INFORMATION SVC DEPT, LAND O LAKES FL 34638-2804	64,435.41
<b>Total</b>			<b>64,435.41</b>

**Note: One Time Charges are not included in the Total**

CONTRACT REVIEWED  
 AND APPROVED:  
*Katy 5/28/10*



# Schedule for ServiceElite

## Maintenance Machine List

--Eligible Machine Description-- A Machine is only considered "Eligible" if it is operational and in conformance with its official published specifications on the contract start date.

Mfg	Type	Mod/ Feat	Add/ Rem	Order/ Serial Number	Related Order/ Serial Number	Product Description	Qty.	Type of Svc	Main Svc	Charges <sup>1</sup>	Charges Start <sup>2</sup>	Charges Stop <sup>3</sup>
Specified Location: 06921962 City, State: LAND O LAKES FL 34638-2804												
IBM	3573	L2U		0078K3644	06921962	TS3100 TAPE LIBRARY	1	B	1	0.00	07/06/2012	
IBM	3573	L2U		0078K3692		TS3100 TAPE LIBRARY	1	B	1	0.00	07/06/2012	
IBM	3573	L2U		0078L2860		TS3100 TAPE LIBRARY	1	B	1	0.00	11/20/2012	
IBM	7014	T42		0000D360C		RS/6000 SYSTEM RACK	1	B	1	414.52	07/06/2010	
IBM	7042	CR4		0000BC89B		IBM 7042-CR4	1	B	1	537.71	07/06/2010	
IBM	7214	1U2		000005251		TAPE AND DVD ENCLOSURE EXPRESS	1	B	1	168.03	07/06/2010	
IBM	7316	TF3		00008257L		FLAT PANEL CONSOLE KIT	1	B	1	268.85	07/06/2010	
IBM	8203	E4A		0000ACA84		IBM SYSTEM P 520	1	B	1	14,341.66	07/06/2010	
IBM	3570	C02		000051311		MAGSTAR TAPE SUBSYSTEM	1	B	1	4,385.04	H	
IBM	3580	L33		006854820		ULTRIUM 3 TAPE DRIVE	1	B	1	1,081.49	H	
IBM	3581	H17		001323465		ULTRIUM TAPE AUTOLOADER	1	B	1	3,451.22	H	
IBM	3581	H17		001323494		ULTRIUM TAPE AUTOLOADER	1	B	1	3,451.22	H	
IBM	3581	L38		0078B3877		LVD TAPE AUTOLOADER	1	B	1	2,080.80	H	
IBM	3581	L38		0078B4018		LVD TAPE AUTOLOADER	1	B	1	2,080.80	H	
IBM	7210	030		0000V1387		DVD-RAM DRIVE	1	B	1	261.24	H	
IBM	7310	CR3		00009E80A		RACK-MOUNTED HMC	1	B	1	579.36	H	
IBM	7316	TF3		00005920C		FLAT PANEL CONSOLE KIT	1	B	1	272.64	H	
IBM	9406	520		00002870D		ESERVER I5	1	B	1	16,812.96	H	
Subtotal Without MES										50,187.54		
Subtotal With MES										50,187.54		
Total Charge Period Charges for Maintenance Machine List Without MES										\$50,187.54		
Total Charge Period Charges for Maintenance Machine List With MES										\$50,187.54		

See Legend for Details

CONTRACT REVIEWED  
AND APPROVED:  
*Katy Slaslo*



# Schedule for ServiceElite

## Services List

Customer Technical Contact Name (if applicable):  
 Customer Primary Technical Contact name :  
 Customer Primary Technical Contact phone number :

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty.	Charges	Services Start	Charges Start	Charges Stop
Specified Location: 06921962 City, State: LAND O LAKES FL 34638-2804									
			SWMA FOR IBM i	SOFTWARE MAINTENANCE P10		7,188.16	07/06/2010	07/06/2010	
8203	E4A	0000ACA84	MCP REMOTE SUPPORT	CHARGEABLE PROCESSORS FULL SHIFT	2				
				CHARGEABLE SYSTEM FULL SHIFT	1	315.12	07/06/2010		
7042	CR4	0000BC89B	SWMA DB2 WEB QUERY SYS i	CHARGEABLE PROCESSORS FULL SHIFT	1	958.97	07/06/2010		
				SOFTWARE MAINTENANCE D5					
8203	E4A	0000ACA84	SWMA FOR POWERVM STANDARD ED	CHARGEABLE PROCESSORS FULL SHIFT	1	164.72	07/06/2010	07/06/2010	
				SOFTWARE MAINTENANCE D5					
8203	E4A	0000ACA84	ALERT FOR iSERIES	CHARGEABLE PROCESSORS FULL SHIFT	2				
				HIPER PTF NOTIFICATION - ALERT	1	511.20			
8203	E4A	0000ACA84	SWMA FOR IBM i	SOFTWARE MAINTENANCE P20	1	4,790.20			

See Legend for Details

CONTRACT REVIEWED  
AND APPROVED.  
*Katy 5/28/10*



# Schedule for ServiceElite

## Services List

-----Eligible Machine Description-----

Type	Model	Serial/Order Number	Support Service	Product Group/Service Option	Qty	Charges <sup>1</sup>	Services Start	Charges Start <sup>2</sup>	Charges Stop <sup>3</sup>
------	-------	---------------------	-----------------	------------------------------	-----	----------------------	----------------	----------------------------	---------------------------

9406	520	00002870D	MCP REMOTE SUPPORT	CHARGEABLE PROCESSORS FULL SHIFT	1	319.50			
7310	CR3	00009E80A	ALERT/PM DPOC PREREQ	CHARGEABLE SYSTEM FULL SHIFT	1				
				DESIGNATED POINT OF CONTACT MARGE MAZAK Tele 8137942632 e-mail mmazak@pasco.k12.fl.us					
<b>Subtotal</b>						<b>14,247.87</b>			
<b>Total Charge Period Charges for Services List</b>						<b>\$ 14,247.87</b>			

Note: One Time Charges are not included in these totals.  
See Legend for Details

CONTRACT REVIEWED  
AND APPROVED:  
*Kdy 5/28/10*



# Schedule for ServiceElite

## Legends:

<sup>1</sup> Charge adjustments related to inventory and service changes will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)

## <sup>2</sup>TYPE OF SERVICE

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, next business day
- B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day.
- C) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, 4 hour response objective
- D) This type of repair service includes a response objective and is not a guarantee.
- E) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day, 2 hour response objective.
- F) This type of repair service includes a response objective and is not a guarantee.
- G) EasyServe (remotely delivered services)

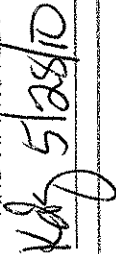
## <sup>3</sup>MAINTENANCE SERVICES

- 1) Maintenance of IBM Machines
- 2) Maintenance of non-IBM Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Cisco Products
- 5) Maintenance of IBM Machines - Enhanced Service Response
- 6) Service for Machines Withdrawn from IBM Maintenance
- 7) Non-IBM Service for Machines Withdrawn from IBM Maintenance
- 8) Maintenance of IBM Machines (Labor Only)
- 9) Non-IBM Memory Exchange
- 10) Enhanced Parts Inventory
- 11) Spare Machine
- 12) Key Operator Support
- 13) Maintenance of non-IBM Machines during the Manufacturer's Warranty Period
- 16) IBM Maintenance Services - First Line Maintenance for Wincor Nixdorf ATMs
- 17) IBM Maintenance Services - Applications Maintenance Services for Wincor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade, for selected Non-IBM Machines

## <sup>4</sup>Charges shown are for the Charge Period

- A (C) indicates a Machine that will have Usage Charges billed separately
- An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service
- An (F) indicates an Assumptive Product included in the total Charge Period Price that has a manually inserted serial number and configuration provided by the customer
- An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ServiceElect CHIS contract with duplicate Maintenance Services Coverage
- A (K) indicates Assumptive Products included in the total Charge Period Price that are based on the customer provided configuration
- An (M) indicates an MES on order is not shown and applicable pricing not included
- An (N) indicates that the product is a non-GSA Schedule item
- An (O) indicates a One Time Charge
- A (P) indicates averaged billing or annual prepayment
- An (R) indicates the usage charge rate (Feet, Hours, or Impressions) for a machine under a usage plan
- An (S) indicates a manual order installation date change
- A (U) indicates Usage Charges which are measured in either Feet, Hours, or Impressions
- A (W) indicates a Machine under Warranty
- An (X) indicates On-order Products which are shown for planning purposes only
- A (Y) indicates On-order MES products which are shown for planning purposes only. These charges are included in the related machine.

## <sup>5</sup>Charges Start/Stop dates shown are those that differ from the Contract Period Start/End Dates

CONTRACT REVIEWED  
 AND APPROVED:  
  
 5/28/10



# IBM Statement of Work for ServiceElite

Both of us agree to add the following Services as part of our ServiceElite contract.

## Machine Control Program Remote Support

This remote support Service is provided only for Machine Control Programs. The term "Machine Control Program" ("MCP") means code delivered with an IBM Machine that executes below the external user interface (i.e., is implemented in a part of storage that is not addressable by user programs).

IBM will provide you remote assistance (via telephone from IBM's support center or via electronic access) in response to your routine installation, configuration, and usage (how-to) questions pertaining to MCPs on your covered IBM Machines. This assistance is provided during normal business hours (8 a.m. to 5 p.m. in the local time zone where you receive the Service, Monday through Friday, excluding national holidays). For an additional charge,\* you may upgrade your Service hours of coverage to 24 x 7.

Remote Support does not include assistance for 1) the design and development of code, 2) your use of a MCP in other than its specified operating environment, 3) use on other than the specified machine, or 4) failures caused by products for which IBM is not responsible under this Service. This Service does not include on-site assistance at your location.

## iSeries Software Services

Alert provides automatic weekly notification of the following for selected IBM Products: 1) High Impact and Pervasive Authorized Program Analysis Reports (called "HIPER APARS") and 2) any Program Temporary Fixes IBM discovers to be defective (called "PE PTFs"). IBM provides notification via your choice of available delivery methods.

### IBM Responsibilities

IBM will provide you Alert notifications regarding each of your specified iSeries systems based on the parameters you choose when setting up this Service. If you implement IBM Service Agent, IBM will tailor the maintenance information that it provides to you for your specific environment.

### Your Responsibilities

If you do not currently have an IBM Registration ID, you agree to obtain one at <https://www.ibm.com/account/profile/us?page=reg>. The IBM Registration ID must be used to 1) access the Alert Web site, 2) set up your preferences for Alert notifications, and 3) indicate which type of notifications you choose to receive.

This 1) Statement of Work, 2) its applicable Transaction Documents (e.g., Attachments, Schedules, and Change Authorizations), and 3) the IBM Customer Agreement (or an equivalent agreement in effect between us) comprise the complete agreement regarding the Services described in this Statement of Work and its applicable Transaction Documents and replace any prior oral or written communications between Customer and IBM. Each party accepts the terms of this Statement of Work by signing this Statement of Work by hand or, where recognized by law, electronically.

As used in this Statement of Work, "you" and "your" refer to the Enterprise identified below.

Agreed to:  
**PASCO COUNTY SCHOOL BOARD**

Agreed to:  
**International Business Machines Corporation**

By \_\_\_\_\_  
Authorized signature

By \_\_\_\_\_  
Authorized signature

Name (type or print):

Name (type or print):

Date:

Date:

Enterprise Number: 03437000

Reference Attachment number: MAQ4WGX

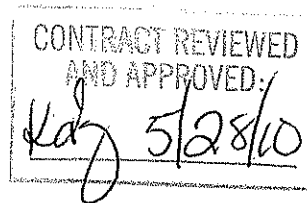
Enterprise address:

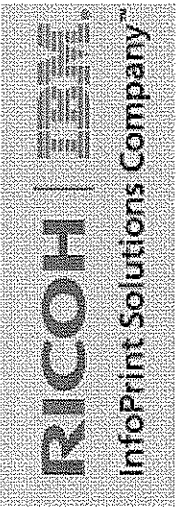
Reference Statement of Work number: AQ5DLB

PASCO COUNTY SCH BOARD  
INFORMATION SVC DEPT  
20430 GATOR LANE  
LAND O LAKES FL 34638-2804

IBM address:

IBM CORPORATION  
7100 HIGHLAND PARKWAY  
SMYRNA, GA 30082





# Schedule for Services

This Schedule contains a listing of the Eligible Machines at the Specified Locations identified below for which we will provide the identified Services as described in the referenced Statement of Work. These terms are in addition to those of the referenced Statement of Work and IBM International Customer Agreement (or any equivalent signed by both of us and identified below)

Contract: A5809B  
Start Date: 07/01/10  
Stop Date: 06/30/11

\*Charges are based on the current inventory and services identified in this Schedule. Actual charges may vary with any additions, deletions, or changes to their inventory or services. Any applicable taxes are not included in the charge amounts herein but will be added to your invoice. For a Machine subject to usage charges, in addition to the Service charge identified herein, you will be separately billed for usage in accordance with applicable usage rates and billing cycles.

**The Parties need not to sign this schedule, unless either of us requests it.**

Agreed to:  
PASCO COUNTY SCHOOL BOARD  
PASCO COUNTY SCH BOARD

By: \_\_\_\_\_  
Authorized Signature

Name (type or print): \_\_\_\_\_

Date: \_\_\_\_\_

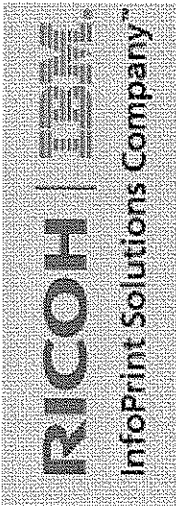
Agreed to:  
INFOPRINT SOLUTIONS COMPANY

By: \_\_\_\_\_  
Authorized Signature

Name (type or print): \_\_\_\_\_

Date: \_\_\_\_\_

CONTRACT REVIEWED  
AND APPROVED:  
*[Signature]*



# Schedule for Services

Start date: 07/01/10

Stop date: 06/30/11

Customer Number	Location	Product Description	Type	Mod	Serial	Rel Serial	Qty	Repair Type	MA Service	Charges	Leg	Special Charges	Charges Start	Charges Stop
'6921962	AND O LAKES, FI PRINTER		'4245	'T20	'000030292		1	B	1	\$6,020.88				
'6921962	AND O LAKES, FI 2200 LPM LINE PRINTER		'6262	'T22	'000080362		1	B	1	\$4,862.16				
'6921962	AND O LAKES, FI 2200 LPM LINE PRINTER		'6262	'T22	'0000A0421		1	B	1	\$4,862.16				
'6921962	AND O LAKES, FINE MATRIX PRINTER		'6400	'010	'0000H1539		1	B	1	\$1,351.92				
'6921962	AND O LAKES, FINE MATRIX PRINTER		'6400	'010	'0000L4688		1	B	1	\$1,351.92				
<b>'6921962 Total</b>										\$18,449.04				
<b>Grand Total</b>										\$18,449.04				

CONTRACT REVIEWED  
AND APPROVED:  
*Kdy 5/28/10*



InfoPrint Solutions Company

# Schedule for Services

**Legends:**

**2 TYPE OF SERVICE**

- A) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, next business day
  - B) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day.
  - C) On-Site Repair/Exchange Services, Monday through Friday (excluding holidays), 8am to 5pm, 4 hour response objective
- This type of repair service includes a response objective and is not a guarantee.
- D) On-Site Repair/Exchange Services, 7 days a week, 24hrs/day, 2 hour response objective.
- This type of repair service includes a response objective and is not a guarantee.
- X) EasyServe (remotely delivered services)

**3 MAINTENANCE SERVICES**

- 1) Maintenance of IBM Machines
- 2) Maintenance of non-IBM Machines
- 3) Warranty Service Upgrade
- 4) Maintenance of Cisco Products
- 5) Maintenance of IBM Machines - Enhanced Service Response
- 6) Service for Machines Withdrawn from IBM Maintenance
- 7) Non-IBM Service for Machines Withdrawn from IBM Maintenance
- 8) Maintenance of IBM Machines (Labor Only)
- 9) Non-IBM Memory Exchange
- 10) Enhanced Parts Inventory
- 11) Spare Machine
- 12) Key Operator Support
- 13) Maintenance of non-IBM Machines during the Manufacturer's Warranty Period
- 16) IBM Maintenance Services - First Line Maintenance for Wincor Nixdorf ATMs
- 17) IBM Maintenance Services - Applications Maintenance Services for Wincor Nixdorf ATMs
- 18) Post Installation Coverage (PIC) Service Upgrade, for selected Non-IBM Machines

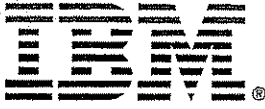
**4 Charges shown are for the Charge Period**

- A (C) indicates a Machine that will have Usage Charges billed separately
- An (E) indicates a Machine that has been announced as withdrawn from generally available Maintenance Service
- An (H) identifies a Machine on an existing ServiceElite/ServiceSuite/ ServiceElect CHIS contract with duplicate Maintenance Services Coverage
- A (K) indicates Assumptive Products included in the total Charge Period Price that are based on the customer provided configuration
- An (N) indicates that the product is a non-GSA Schedule item
- An (O) indicates a One Time Charge
- A (P) indicates averaged billing or annual prepayment
- An (R) indicates the usage charge rate (Feet, Hours, or Impressions) for a machine under a usage plan
- A (U) indicates Usage Charges which are measured in either Feet, Hours, or Impressions
- A (W) indicates a Machine under Warranty
- An (X) indicates On-order Products which are shown for planning purposes only
- A (Y) indicates On-order MES products which are shown for planning purposes only. These charges are included in the related machine.

**5 Charges Start/Stop dates shown are those that differ from the Contract Period Start/End Dates**

- 6 Charge adjustments related to inventory and service charges will be accumulated and invoiced with your next standard invoicing cycle (may be sooner for annual or semiannual payment plans)

CONTRACT REVIEWED  
AND APPROVED:  
*Katy Stasio*



## Notice to Customers

May 21, 2010

### Services Withdrawal: Declaration of plan to discontinue maintenance services for selected machines

IBM United States is announcing its plan to withdraw from maintenance services, the machine types and model numbers listed on the attached pages. The discontinuance/withdrawal action is necessary due to the 2007 sale of the IBM Printing Systems Division to Ricoh and the formation of the InfoPrint Solutions Company.

As part of our commitment to make this transition as seamless as possible for you, our valued customer, you have the option of transferring your existing printer maintenance contract to InfoPrint Solutions Company. Upon assignment, the applicable InfoPrint Solutions organization or subsidiary will assume all of the rights, obligations and responsibilities under your assigned contract(s) in place of IBM or its local affiliate for printer products and services. If your contract(s) with IBM also relate to non-printer products and services, there will only be a partial assignment of the portion of those contracts related to printer products and services. This will result in two distinct but identical sets of base contract terms going forward after the assignment: one set with IBM or its local affiliate for those IBM products and services that will continue to be available from IBM; and the second set with the applicable InfoPrint Solutions organization or subsidiary for those products and services that will be available from InfoPrint Solutions.

As an alternative, you may work directly with the InfoPrint Solutions Company to establish a maintenance contract to maintain uninterrupted service of your printers. Please contact InfoPrint Solutions Company via email at [sos@infoprint.com](mailto:sos@infoprint.com).

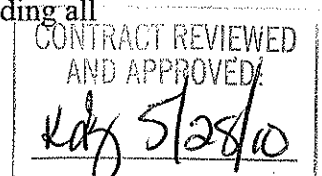
At this time, we are providing you with your final notice that the machine types and models listed will be terminated from IBM maintenance services under the IBM Customer Agreement (or comparable agreement between us), effective with the date listed below. IBM will not send any further correspondence of this nature for the machine types and models listed in this notice.

Should you require additional information, please contact your IBM representative.

For a detailed listing of all affected products refer to the IBM Maintenance Services, Services Withdrawal page at

<http://www-935.ibm.com/services/us/its/html/maintsvctwithdrawal.html>

If you have any questions or are unable to access or view this Web site, contact your IBM representative to obtain the complete printed copy of this announcement including all affected products.



*List A*

IBM will withdraw from its lease, rental, and maintenance agreements the following machine types/models, effective September 30, 2010.

0105 001	0238 V5P	1332 038	2790 001
0105 840	0239 004	1332 041	2794 001
0117 001	0239 006	1332 054	3124 001
0117 096	0239 008	1332 0F5	3124 RPQ
0117 SB3	0254 F01	1332 0M3	3262 001
0214 M92	0254 OCF	1332 0T5	3262 002
0215 004	1154 PWS	1332 DST	3262 003
0215 005	1322 021	1332 I31	3262 005
0215 008	1322 150	1332 MP3	3262 011
0215 009	1322 C61	1332 P20	3262 012
0215 010	1322 C62	1332 P25	3262 013
0215 012	1322 CS4	1332 P30	3262 A01
0215 014	1322 FS4	1332 P35	3262 B01
0215 015	1322 FS6	1332 S24	3262 C01
0215 020	1322 LC6	1357 002	3283 052
0215 050	1322 LS6	2051 001	3283 053
0215 04P	1322 LSO	2492 001	3287 001
0215 05P	1322 LST	2494 001	3287 002
0215 08P	1322 PLM	2496 001	3287 011
0215 09P	1322 RW6	2705 001	3287 012
0215 I05	1322 SE6	2706 001	3287 C01
0215 I10	1322 TS4	2707 001	3287 C02
0215 I15	1322 TS6	2707 002	3300 ED1
0215 I1P	1322 UW4	2707 003	3300 ED2
0215 I20	1322 UW6	2708 M01	3300 ES1
0215 I24	1322 VU6	2708 M02	3835 001
0215 I2S	1322 WB4	2708 M03	3835 002
0215 I5P	1322 WBV	2708 P01	3899 006
0215 P10	1322 WVU	2708 P02	3899 008
0215 P50	1332 002	2708 P03	3899 009
0236 R40	1332 003	2709 M01	3899 027
0236 R60	1332 005	2709 P01	3899 028
0236 R80	1332 006	2709 P02	3899 029
0237 M40	1332 007	2710 001	3899 031
0238 D3C	1332 008	2710 AF1	3899 040
0238 D3P	1332 020	2710 AF2	3899 102
0238 D6C	1332 022	2710 DP1	3899 122
0238 D8C	1332 024	2710 MS1	3899 132
0238 V05	1332 026	2710 NP1	3899 244
0238 V10	1332 031	2710 RP1	3899 530
0238 V15	1332 032	2770 001	3899
0238 V1P	1332 033	2770 002	3899
0238 V20	1332 034	2785 001	3899

585 CONTRACT REVIEWED  
550 AND APPROVED:  
555  
*Kdy 5/28/10*

3899	565	4100	MD1	4224	1A3	4224	4D2
3899	566	4100	MD2	4224	1C2	4224	4ED
3899	568	4100	MS1	4224	1CF	4224	4EF
3899	590	4100	PD1	4224	1CI	4224	4EI
3899	595	4100	PD2	4224	1EF	4224	4F1
3899	730	4100	PS1	4224	1EI	4224	4F2
3899	735	4100	TD1	4224	1F1	4224	4H3
3899	760	4100	TD2	4224	1F2	4224	4HD
3899	767	4100	TD3	4224	1H3	4224	4HF
3899	F92	4100	TD4	4224	1HD	4224	4HI
3899	V29	4100	TD5	4224	1HF	4224	4I1
3899	V92	4100	TD6	4224	1HI	4224	4I2
3900	001	4100	TS1	4224	1I1	4224	5D1
3900	120	4100	TS2	4224	1I2	4224	5D2
3900	150	4100	TS3	4224	1S2	4224	5ED
3900	600	4159	001	4224	2A1	4224	5EF
3900	900	4161	001	4224	2A2	4224	5EI
3900	0W1	4161	002	4224	2A3	4224	5F1
3900	0W3	4161	003	4224	2C2	4224	5F2
3900	D01	4161	004	4224	2CD	4224	5H3
3900	D02	4161	005	4224	2CF	4224	5HD
3900	DR1	4224	002	4224	2CI	4224	5HF
3900	DR2	4224	1E2	4224	2D1	4224	5HI
3900	DW1	4224	101	4224	2D2	4224	5I1
3900	DW2	4224	102	4224	2ED	4224	5I2
4000	ID1	4224	2E2	4224	2EE	4224	6D1
4000	ID2	4224	201	4224	2EF	4224	6D2
4000	ID3	4224	202	4224	2EI	4224	6F1
4000	ID4	4224	3E2	4224	2F1	4224	6F2
4000	ID5	4224	301	4224	2F2	4224	6H3
4000	ID6	4224	302	4224	2H3	4224	6HD
4000	IR1	4224	4E2	4224	2HD	4224	6HF
4000	IR2	4224	401	4224	2HF	4224	6HI
4000	IR3	4224	402	4224	2HI	4224	6I1
4000	IR4	4224	422	4224	2I1	4224	6I2
4000	IS1	4224	5E2	4224	2I2	4224	ID1
4000	IS2	4224	501	4224	2S2	4230	002
4100	HD1	4224	502	4224	3A1	4230	101
4100	HD2	4224	601	4224	3A2	4230	102
4100	HD3	4224	602	4224	3A3	4230	201
4100	HD4	4224	999	4224	3C2	4230	202
4100	HD5	4224	1E3	4224	3F1	4230	1F1
4100	HD6	4224	2E3	4224	3F2	4230	1F2
4100	HS1	4224	3E3	4224	3H3	4230	1G2
4100	HS2	4224	1A1	4224	3HF	4230	1I1
4100	HS3	4224	1A2	4224	4D1	4230	1I2

CONTRACT REVIEWED  
AND APPROVED:  
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4568	BD2	4896	111	4931	3G1	4976	GN2
4568	FD1	4896	201	4931	4D1	4976	N01
4568	FD2	4896	211	4931	4D2	4976	N02
4568	TB1	4896	311	4931	4D3	4976	X02
4568	TB2	4897	001	4931	X22	4977	DN1
4568	TF1	4897	002	4931	X31	4977	DN2
4568	TF2	4898	001	4931	X32	4977	GD1
4569	G01	4898	002	4931	X41	4977	GD2
4569	G02	4899	001	4931	X42	4977	N01
4569	N01	4899	002	4934	N01	4977	N02
4569	N02	4913	DN1	4934	N02	4985	DN1
4570	G11	4913	DN2	4934	N03	4985	DN2
4570	G12	4913	G01	4934	N04	4985	DT1
4570	HN1	4913	G02	4934	N05	4985	DT2
4570	HN2	4913	GD1	4934	XN2	4985	DW1
4570	N11	4913	GD2	4935	GN1	4985	DW2
4570	N12	4914	DN1	4935	N01	4985	GD1
4856	DN1	4914	DN2	4935	N02	4985	GD2
4856	DN2	4914	G01	4935	N03	4985	XD2
4856	GD1	4914	G02	4936	DN1	4989	DN1
4856	GD2	4914	GD1	4936	DN2	4989	DN2
4856	GN1	4914	GD2	4936	GD1	4989	DT1
4856	GN2	4915	DN1	4936	GN1	4989	DT2
4856	N01	4915	DN2	4936	N01	4989	DW1
4856	N02	4926	DN1	4936	N02	4989	DW2
4857	001	4926	DN2	4936	XN1	4989	G01
4857	002	4926	DN3	4936	XN2	4989	G02
4857	G01	4926	GD1	4937	DN1	4989	GD1
4857	G02	4926	GN1	4937	DN2	4989	GD2
4858	002	4926	N01	4937	GD1	4989	XN2
4858	GT1	4926	N02	4937	GN1	5101	AD1
4858	GT2	4926	N03	4937	N01	5101	AD2
4858	T01	4929	DN1	4937	N02	5101	AD3
4859	001	4929	DN2	4937	N03	5101	AD4
4859	002	4929	N01	4960	DN1	5101	AS1
4859	GT1	4929	N02	4960	DN2	5101	AS3
4859	GT2	4929	XN1	4960	GN1	5101	CD1
4859	T01	4929	XN2	4960	HD1	5101	CD2
4864	DN1	4930	DN1	4960	HD2	5101	CS1
4864	DN2	4930	DN2	4976	DN1	5224	001
4886	DN1	4930	N01	4976	DN2	5224	002
4886	DN2	4930	N02	4976	DW1	5224	012
4887	DN1	4930	N03	4976	DW2	5225	001
4887	DN2	4931	301	4976	GD1	5225	002
4890	001	4931	302	4976	GD2	5225	003
4896	101	4931	303	4976	GN1	5225	004

CONTRACT REVIEWED  
AND APPROVED:  
*KDJ* 5/28/10



5256	001	5579	NZ2	6262	T22	6400	I5P
5256	002	5584	5M2	6400	004	6400	P10
5256	003	5596	3M2	6400	005	6400	P50
5262	001	5596	3M4	6400	008	6408	A00
5400	F02	5596	3M6	6400	009	6408	CT0
5400	F06	5596	7M4	6400	010	6408	CTA
5400	F10	5596	7M6	6400	012	6412	A00
5400	L02	6252	AP2	6400	014	6412	CT0
5400	L06	6252	AP8	6400	015	6412	CTA
5400	LA2	6252	AS2	6400	020	6412	CTO
5400	LA6	6252	AS8	6400	050	6500	C01
5400	S06	6252	D08	6400	04P	6500	C02
5403	M40	6252	D12	6400	05P	6500	C04
5504	R40	6252	P08	6400	08P	6500	C05
5504	R80	6252	P12	6400	09P	6500	C06
5557	G02	6252	T08	6400	C05	6500	C07
5557	GJ2	6252	T12	6400	C5P	6500	C08
5557	H02	6262	014	6400	D3C	6500	C09
5557	HD2	6262	022	6400	D3P	6500	D3C
5557	HF2	6262	A12	6400	D6C	6500	D3P
5557	HJ2	6262	A14	6400	D6P	6500	D6C
5573	V02	6262	A22	6400	D8C	6500	D8C
5573	W02	6262	D12	6400	D8P	6500	V05
5577	C02	6262	D14	6400	I05	6500	V10
5577	C05	6262	D22	6400	I10	6500	V15
5577	D02	6262	P12	6400	I15	6500	VIP
5577	D05	6262	P14	6400	I1P	6500	V20
5577	WK2	6262	P22	6400	I20	6500	V5P
5579	N02	6262	T12	6400	I24		
5579	N05	6262	T14	6400	I2S		

CONTRACT REVIEWED  
AND APPROVED:  
*Ky 5/28/10*